

TESTIMONY WITH REGARDS TO:

Proposed S.B. No. 246 AN ACT DEFINING AND ESTABLISHING STANDARDS FOR THE PRACTICE OF TELEMEDICINE.

Proposed S.B. No. 467 AN ACT CONCERNING THE FACILITATION OF TELEMEDICINE.

Proposed H.B. No. 6487 AN ACT CONCERNING STANDARDS FOR TELEMEDICINE SERVICES.

My name is Mary Goehring, CEO of Transcription Plus, LLC, located in Bristol, CT. Please accept my testimony regarding my concerns about the drastic decline in the accuracy of health records, the costly transition of physicians into very high-priced clerical workers, which has resulted in the disintegration of the doctor/patient rapport, as well as the lack of transparency and rightful access to these records by physicians and their appointed staff. The development of the Electronic Health Record unquestionably is not providing the intended results in numerous aspects. With the advent of Telemedicine, it is imperative that similar missteps are not replicated.

Healthcare providers should be afforded straightforward awareness of all EHR and Telemedicine use alternatives; including (but not limited to) the ability to incorporate transcription into the patient note via an interface. Without transcription, EHR is costing small and large practices, medical conglomerates and State/Federal/Military facilities billions of dollars, causing wrongful injury/death and accruing damaging lawsuits. In addition, tens of thousands of middle class medical documentation specialist jobs have been abolished, putting people on the unemployment payrolls.

It is necessary for all authorized healthcare staff within a given facility to have full and uncontrolled entry capability into EHR and/or Telemedicine systems based on practice management stipulation of what is necessary to conduct operations. Off-site transcriptionists and medical billers are an integral part of the office staff; they are not considered a 3-party entity. In no way should any EHR or Telemedicine vendor issue decrees regarding access by providing false information related to limited systems and/or gross manipulation of exorbitant access or transfer fees. It is the responsibility of the EHR and/or Telemedicine vendor to supply a system that networks in the most functional manner to obtain the greatest value for the medical end-user and their patients. The practice of controlling the function of medicine by holding the medical staff and patient records captive is critically amiss.

In addition to being the ONLY medical transcription company included in the Connecticut Transcription Services for all Using State Agencies, Political Subdivisions and Not-For-Profit Contract Award # 12PSX0118 [August 1, 2012 through August 31, 2017] http://www.transcriptionplus.net/TP_Pricing_012_0118.pdf, as well as contracting with State and Federal government departments, the U.S. Military, municipalities, State's Attorney Offices and Yale's Schools of Business and Medicine, Transcription Plus, LLC has a proven 8-year-history of having been granted access to and successfully working directly within UConn Medical Center's Electronic Health Records system (with no additional associated license fees); substantiating the fact that off-site transcription access to EHR is a plausible and valid option.

It is compulsory that standard restrictions and regulations be placed on EHR and Telemedicine vendors nationally, as well as state-wide. Physicians certainly should not be shut out from access to the medical records of their own patients; nor should there be additional transfer expenses. Those records are owned, not by the EHR or Telemedicine vendors, but by the healthcare facility and the individual patient.

Transcription Plus, LLC has been in business in Bristol, CT (doing business nationally) for 26 years and has securely archived millions of patient documentation. At any instance, 26 years of records are available to any past and current healthcare provider who initially requested that we process them – at absolutely no additional cost. Those records do not belong to my company. We have always provided a convenient storage option – a service based on good will.

It is entirely unacceptable for access to be locked or for records to be ‘held hostage’ by any vendor and that practice should be against the law.

The jurisdiction that EHR and Telemedicine vendors have empowered themselves with have been exceptionally destructive to small medical practices and the origin of billions of dollars in reported fiscal losses for large medical facilities – costs that are added to medical services that we all pay for out of our own pockets.

Sincerely,

Mary A. Goehring
CEO, Transcription Plus, LLC

860.583.2818

Please visit our website: www.transcriptionplus.net